

IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please AMEND claims 1-8 in accordance with the following:

1. (Currently Amended) ~~A method for processing information~~ An information processing method for supporting a first staff who answers a telephone call from a caller on behalf of a second staff in charge of the caller, the information processing method comprising:
~~extracting information relating to a telephone~~ the ~~caller;~~
~~deciding a background color of a window based on a response method specified by~~ the ~~second staff in advance and indicating how to respond to the telephone call~~ a staff in charge, as a target for responding to the caller, corresponding to the caller; and
~~displaying, on an information processing apparatus of the first staff,~~ the information relating to the caller in a window with the decided background color decided.
2. (Currently Amended) The information processing method according to claim 1, further comprising:
extracting information relating to the second staff in charge, wherein
the displaying includes displaying the information relating to the second staff in charge in the window.
3. (Currently Amended) The information processing method according to claim 1, further comprising:
extracting information relating to a meeting between the caller and the second staff in charge, wherein
the displaying includes displaying the information relating to the meeting in charge in the window.
4. (Currently Amended) The information processing method according to claim 1, wherein if the response method is indicates to deliver of a message from the second staff in charge to the caller, the displaying includes displaying contents of the message in the window.

5. (Currently Amended) The information processing method according to claim 1, further comprising:

notifying the second staff by electronic mail, if the response method is indicates to deliver
ef-a message from the second staff in charge to the caller, notifying to the staff in charge by an
electronic mail, of whether the message is delivered to the caller.

6. (Currently Amended) The information processing method according to claim 1, further comprising:

notifying the second staff by electronic mail, if the response method has not been
specified and there is-a future meeting plan-is planned between the second staff in charge and
the caller, notifying the staff in charge of a change in date or location of the future meeting-by-an
electronic mail.

7. (Currently Amended) A computer-readable medium, storing a program supporting a first staff who answers a telephone call from a caller on behalf of a second staff in charge of
the caller, the program making-causes a computer of the first staff execute:

extracting information relating to a telephonethe caller;

deciding a background color of a window based on a response method specified by a
staff in charge, as a target for responding to the caller, corresponding to the callerthe second
staff in advance and indicating how to respond to the telephone call; and

displaying the information relating to the caller in a window with the decided background
color-decided.

8. (Currently Amended) An information processing apparatus for processing information supporting a first staff who ansers a telephone call from a caller on behalf of a
second staff in charge of the caller, the information processing apparatus comprising:

a caller information extractor extracting unit that extracts-information relating to-a
telephonethe caller;

a background color decider deciding unit that decides-a background color of a window
based on a response method specified by-a staff in charge, as a target for responding to the
caller, corresponding to the caller the second staff in advance and indicating how to respond to
the telephone call; and

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a display unit that displays displaying the information relating to the caller in a window with
the decided background color-decided.